	School of Hospitality and Culinary Art						
	The Neotia University						
Course Name	Advanced Communication in Hospitality 2 Lab						
Course Code	AE CAP 501						
Course Duration	15 weeks						
Semester	Fifth						
Core/Elective	Core - Communication						
Credit Points	2						
Weekly Delivery/	04 Hours per week						
Contact Hours	04 Hours per week						
Resource	Class room, AV aids						
Requirements							
Class conducted at	School of Hospitality and Culinary Art						
Building							
Prepared by	Ms. Shabnam Jana						

Course Description

This course will help our students in improving their Communication Skills. Students will learn to communicate confidently and correctly which actually is essential in Hospitality Industry.

Course Outcomes (COs)/ Learning Outcomes (LOs)

After completion of the semester students will be able to confidently communicate in Hospitality Industry. Students will be able to face Interviews, participate in Debates and Extempore successfully. Students will have developed Soft Skills

Prescribed and Recommended Readings:

Required Textbook(s)

Recommended Reading(s) How to Win Friends and Influence People – Dale Carnegie; Life Lessonsfrom when I was in a Rock Band - Jonathan Sequeira ; You can win - Shiv Khera; 7 habits of Highly Effective People- Stephen R. Covey

Parameters required from the students: Basic understanding of English language

Advance Communication in Hospitality 2 Lab							
Sem-5 Practical							
SI No.	Торіс	Hours 60					
	Introduction & Greeting:						
1	Self Introduction;	1					
T	Introducing your Partner;	4					
	Group Introduction						
	Using the Telephone Effectively:						
2	Telephone etiquette and skills; Do's & Don'ts	4					
	Attitude:Factors affecting attitudes						
3	Positive attitude and Negative attitude	6					
	Steps to build a positive attitude						
4	CV writing: Difference between CV, Resume, Bio Data; Format of a CV; Do's & Dont's	4					
4	4						
5	Digital Media: E-Mail Handling , Internet and	4					
5	Social Media Etiquette						
6	Promotional Posts for Social Media: Importance;	4					
0	Present Trend						
7	Making a Presentation: Project Presentation,	4					
,	Report writing	-					
	Interpersonal Relations:						
8	Introduction to Interpersonal Relations	3					
U	Analysis of different ego states, transactions,	5					
	strokes and life positions						
9	Leadership: Definition; Importance; Skills	3					
10	Team Dynamics- Co-operation	3					
11	Personal Grooming : Presentability; Personal						
±±	Hygiene	4					
12	Customer Service : Definition; Importance; Key	3					
	Skills for Customer Service	_					
13	Debate	4					
14	Extempore	4					
15	Mock Interview: Importance; the Do's &	6					
10	Don't;Use of body language	Ŭ					
		(

	PRA	ACTICAL MAN	UAL				
	School of Hospitality	& Culinary Art -	-The Neotia U	Iniversity			
SUBJECT:	SOFT SKILLS	PRACTICAL NO		Faculty: Shabnam Jana			
TOPIC:	INTRODUCTION & GREETING		SEMESTER:	5	HOURS: 3 hrs 45 mns		
TOPIC.	INTRODUCTION & GREETING		SEIVIESTER.	5	pproved By:		
Learning outcome							
-	nart introduction by the students.						
	ings using positive body language.						
	Resources and equipments for the practical:						
Equipment/ Tools /	•						
Power Point Presen							
Video clips	https://www.youtube.com/wat	tch?v=MU8xhYgHT0)U ; https://www	v.youtube.com/watch?v=TwZ7I	LgrPwR0		
Role play							
Resources:							
METHODOLOGY :			_				
	PARTICULARS	TIME			TASK		
Hygiene & Groom	ling Check up	10 minutes	Stude	ents have to maintain high sta	andard Hygiene and Grooming as		
Briofing		15 minutes	Briefir	og the students about Introdu	iction its nurnose and the Do's &		
Briefing		15 minutes		Briefing the students about Introduction, its purpose and the Do's & Don't's; Explaining the Greeting process along with body language			
				udent introduces himself first.	ocess along with body language		
					nd out information about at least 2 o		
Procedure		2hr 30mins			son and introduce himself and his		
				lps to break the ice and also get			
Expected outcome	from the practical:	15 minutes			ves in an interesting manner and to		
				in Conversational English, lea			
Possible	sources of error and Precautions & Protection to be taken	15 minutes	Studer	nts tend to introduce themse	lves as if reading out their Bio		
		20 · · ·		ing and greeting everyone.			
Closing		20 minutes	Follow	Follow the guidelines for Covid 19 prevention at closure.			
			•	· · ·			
Analysis of results	s & drawing of inferences:						
-	ve feedback the students get energy regard to speek. Mest et	<u>() , , , , , , , , , , , , , , , , , ,</u>	· · · · · · · · · · · · · · ·				

Given some positive feedback the students get encouraged to speak. Most of the students coming from Vernacular backgrounds make them shy to communicate in English. The importance of an impacting introduction once understood, the students improve. The need to increase the vocabulary also has to be driven for better communication.

	PKA	ACTICAL MANU	JAL		ŕ	
	School of Hospitality &	& Culinary Art -1	he Neotia Univ	/ersity		
SUBJECT: SOFT SKIL	LS	P	RACTICAL NO.:	2	Faculty: Shabnam Jana	
TODIC: Tolonhon			CEMECTED.	E E	HOURS: 3 hrs 45 mns	
TOPIC: Telephon	e Handling		SEMESTER:	5	pproved By:	
Learning outcome						
Students learn the importance	e of telephone handling depending upon the pur	rpose.				
Requirements of Resources a	nd equipments for the practical:					
Equipment/ Tools /Aids required	I					
Power Point Presentation						
Video clips	https://www.youtube.com/wat	tch?v=O69grhOZcbk	https://www.yout	ube.com/watch?v=KsDqa3e	eqvuw	
Dummy telephone						
Resources:						
METHODOLOGY :						
	PARTICULARS	TIME		TASK		
Hygiene & Grooming Check u	ρ	10 minutes			andard Hygiene and Grooming as	
			-		nventional mail & email. The	
Briefing		15 minutes	advant	ages & disadvantages. Th	ne effect of Social Media, Do's &	
				Doi	n'ts	
			Give a dem	to to the students about te	lephone handling.	
Procedure		2hr 30mins	The advan	tages & disadvantages of te	elephonic conversaion.	
FIOLEULIE			Do's & Dor	Do's & Don'ts		
			Students p	ractice the telephone hand	ling in groups.	
Expected outcome from the prac	ctical:	15 minutes		arn the appropriate handli		
Possible sources of er	ror and Precautions & Protection to be taken	15 minutes			lutation, greetings, etc. One needs	
	of and Fredations & Fredetion to be taken	15 minutes		•	telephone hndling as it is the	
Closing		20 minutes	Students	need to write dialouges o	on different cases of telephonic	
		20 minutes	Follow the	e guidelines for Covid 19	prevention at closure.	
Analysis of results & drawing	of inferences:					
Telephonic conversation is the	e most commonof communication but its very se	enitive as we have	choose the word	orecisely.		

PRACTICAL MANUAL								
SUBJECT: SOFT SKILLS MANUAL NO: 3 Faculty: SI								
TOPIC:	Attitude: Concepts; Factors affecting Attitude; Positive & Negative Attitude	SEMESTER:	5	HOURS: 3 hours 45 mins				
LEARNING OUTC	OME							
The Students und	lerstand the Concept of Attitude							
They clearly iden	tify the Positive & Negative Attitudes							
REFERENCES: Ho	w to Win Friends and Influence People – Dale Carnegie;		You can win - Sh	iv Khera; 7 habits of Highly				
Video clips: https	s://www.youtube.com/watch?v=t1XCzWIYWeA ; https://www.youtube.cor	m/watch?v=m8i8gNAdX	i4					

PARTICULARS	TIME	TASK		
Hygiene & Grooming Check up	15 minutes	Students have to maintain high standard Hygiene and Grooming a		
		Students are briefed about Attitude and the Concepts		
Briefing	30 minutes	Factors affecting Attitude		
-	15 minutes Students have to maintain high standard Hygiene and 30 minutes Students are briefed about Attitude and the Concepts 30 minutes Factors affecting Attitude Positive Attitude and Negative Attitude Positive Attitude and Negative Attitude 2hr 30 minutes The Concept of Attitude explained. Tha factors affecting the attitude explained Videos shown of people with Positive & Negative attitu 20 minutes Students asked questions at the end of the session. The to identify the attitudes of different personalities throuted in the intervence of the session. 10 minutes Closing as per SOP RECTIFICATION	Positive Attitude and Negative Attitude		
		The Concept of Attitude explained.		
Practical Demonstration	2hr 30 minutes	Tha factors affecting the attitude explained		
		Videos shown of people with Positive & Negative attitudes and the		
Check learning outcom	20 minutes	Students asked questions at the end of the session. They are asked		
	20 minutes	to identify the attitudes of different personalities through videos		
Closing	10 minutes	Closing as per SOP		
POSSIBLE SOURCES OF ERRORS & RECTIFICATION :				
POSSIBLE ERRORS		RECTIFICATION		
Wrongly interprete the Attitude of people. Factors affecting Attitude is no	ot clearly understood.	A well planned interactive session supported by relevant videos		
Analysis of results & drawing of inferences:				

		PRACTICAL MA	NUAL				
	School of Hospit	tality & Culinary Art	t -The N	leotia Unive	rsity		
SUBJECT:	SOFT SKILLS			TICAL NO.:	4	Faculty: Shabnam Jana	
TOPIC:	CV WRITING		SEM	IESTER:	5	HOURS: 3 hours 45 mins	
Learning outcom	ie						
Students learn th	ne differences between a Bio Data, Resume and Curricu	ulum Vitae.					
Students are wel	ll equipped to write an impressive CV.						
Requirements of	f Resources and equipments for the practical:						
Equipment/ Tools Power Point Prese Video clips Task Resources	•	https://www.youtube	.com/wat	tch?v= fP43gcB	<u>ywU</u>		
METHODOLOGY							
METHODOLOG.	PARTICULARS	TIN	ЛE		TA	SK	
Hygiene & Groor		10 minutes		Students ha	Students have to maintain high standard Hygiene and Grooming		
Briefing		15 minutes		Difference b	etween a CV, Bio Data	and Resume; Importance of each. sed to sell oneself to a prospective	
Procedure		2hr 30mins		With the use of PPT the differences between a Bio Data, Resume and Curriculum Vitae are explained. Samples of different CVs are shared. The Do's & Don'ts of CV writing is discussed. Students prepare their CVs for their first job application based on their learning.			
Expected outcome	e from the practical	15 minutes			n to prepare an impressiv		
Possible	e sources of error and Precautions & Protection to be taken	n 15 minutes		Incorrect format; Improper Font type and size. Improper used Block letters, grammar and incorrect spellings. Incomplete			
			· · · ·	epare a complete CV. uidelines for Covid 19	prevention at closure.		
Analysis of resul	ts & drawing of inferences:						
-	w what to put and what not to put in a CV is essential. S	Some additional inforr	nation fo	or eg. Objective	es, achievements and ir	nterests may be included. It	

	PR	ACTICAL MA	NUAL			
	School of Hospitality	/ & Culinary Art	t -The Neotia U	Iniversity		
SUBJECT:	SOFT SKILLS			.: 5	Faculty:	Shabnam Jana
TOPIC:	Digital Media: E-Mail Handling , Internet and Social Me	edia Etiquette	SEMESTER:	5	HOURS:	3 hours 45 min Deputy Directo
Learning outcom	e					
Students are able	to use the digital media correctly					
Students are wel	equipped to write emails correctly and use internet succes	ssfully				
Requirements of	Resources and equipments for the practical:					
Equipment/ Tools	/Aids required-					
Power Point Prese	ntation					
Video clips						
Task						
Resources						
METHODOLOGY	:					
	PARTICULARS	TIN	/IE	TASK		
Hygiene & Groor	ning Check up	10 minutes	s Studer	nts have to maintain high sta	andard Hygiene	and Grooming as
Briefing		15 minutes		nts are briefed about writing et and email. Writing on Soc		-
Procedure		2hr 30mins	explain on busi	internet and email. Writing on Social Medial, Digital Media Using various sample posts, power point presentation students are explained the use of internet. The email writing, etiquettes to be foll on business email writing, social media posts. Using Social media for promotional activities.		
Expected outcome	from the practical	15 minutes	Stu	dents should be confident to u	use and write on a	any digital media
Possible	sources of error and Precautions & Protection to be taken	15 minutes		nts having faulty grammar an viations; Proper guidance to		
Closing		20 minutes	Follow	Follow the guidelines for Covid 19 prevention at closure.		
Analysis of result	s & drawing of inferences:					
	ance and practice students improve on their writing skills.					

PRACTICAL MANUAL										
	School of Hospitality & Culinary Art -The Neotia University									
SUBJECT:	SOFT SKILLS		TICAL NO.:	6	Faculty: Shabnam Jana					
TOPIC:	Promotional Posts for Social Media: Importance	; Present Trend	SEN	/IESTER:	5	HOURS: 3 hours 45 mins pproved B Deputy Director				
Learning outcom	e				· · · · · · · · · · · · · · · · · · ·					
Students learn th	e different ways and purposes of using the social me	edia								
Students are able	e to use the social media in more productive and pos	itive way and not getti	ng addict	ed to it.						
	Resources and equipments for the practical:									
Equipment/ Tools	•									
Power Point Prese										
Video clips	https://www.youtube.com/watch?v=97c9UEt7ttY; ht	<u>:tps://www.youtube.com</u>	<u>ı/watch?v=</u>	bM0jokkzxtE ; ht	.tps://www.youtube.com	/watch?v=exA5j7XvgU4 ;				
Task										
Resources										
METHODOLOGY										
	PARTICULARS	-	IME		TASK					
Hygiene & Groor	ning Check up	10 minut	es	Students hav	e to maintain high star	ndard Hygiene and Grooming as				
Briefing		15 minut	es	Difference be uses and Pre		cial media platforms and their				
Procedure		2hr 30mir	15	With the help of a PPT explaining Social media, its importance in p days, Responsible use of Social media, The Do's & Don'ts of Social r discussed. Students prepare posts based on their learning. The pres trend in Social media and using it for promotional activities.						
Expected outcome	from the practical	15 minute	2S			ponsibly and create attractive posts.				
Possible	e sources of error and Precautions & Protection to be tak	ken 15 minute	Ś			n, Font type and size. Improper formation. Once explained, the				
		20 minute		Students	prepare a promotional	post and a professional profile.				
Closing		20 minute	:S	Follow the guidelines for Covid 19 prevention at closure.						
		·		_		·				
Analysis of resul	ts & drawing of inferences:									
	w what to post and what not to post is essential. Som	ne additional informati	on on ma	rketing trends c	n social media will be l	nelpful				
				e e						

		PRACTICAL MA	NUAL				
	School of Hospita	lity & Culinary Art	t -The Neot	ia Unive	ersity		
SUBJECT:	T: COMMUNICATION			NO.:	7	Faculty:	Shabnam Jana
TOPIC:	Making a presentation		SEMEST	ср.	5	HOURS:	3 hours 45 mins
TOPIC.		pproved By:					By:
Learning outcom							
Students learn ho	ow to make a ppt.						
Students are wel	l equipped to make an professional presentation.						
Requirements of	Resources and equipments for the practical:						
Equipment/ Tools	/Aids required-						
Power Point Prese							
Video clips	https://www.youtube.com/watch?v=bE42HTMObtA; ht	ttps://www.youtube.co	om/watch?v=V	n bR1AlV	-s; https://www.youtube.co	om/watch?v=f/	ACEzzmXelY&t=911s
Task							
Resources:							
METHODOLOGY	:						
	PARTICULARS	TIN	ME		TASK		
Hygiene & Groor	ning Check up	10 minutes	s St	udents ha	ave to maintain high stand	dard Hygiene	and Grooming as
Briefing		15 minutes	s Br	ief the st	udents about the topic,		
Procedure		2hr 30mins	W	With the use of PPT students are taught how to make the ppt, its bas dos and dont etc.			•••
Expected outcome	e from the practical	15 minutes			tudents learn to prepare an		
Possible	e sources of error and Precautions & Protection to be taken	15 minutes			ormat; Improper Font type		
					s, grammar and incorrect		complete
Closing		20 minutes			repare a ppt given on the		
			Fo	llow the	guidelines for Covid 19 pr	evention at c	losure.
Analysis of resul	ts & drawing of inferences:						
The need to know	w what to put and what not to put in a ppt is essential.						

		PRACTICAL MAI	NUAL					
SUBJECT:	SOFT SKILLS		MANUAL	NO:	8	Faculty: S	habnam Jana	
TOPIC:	OPIC: Interpersonal relations: Transactions; Different Ego States; Strokes & SEME		SEMEST	EB.	5	HOURS:	3 hours 45 min	
TOPIC.	Life Positions		JEIVILJI	LN.	5	pproved B	Deputy Directo	
LEARNING OUTC	OME							
	nonstrate their understanding of Interpersonal re		ough activities	S				
They clearly expla	ain the significance of Interpersonal Skills in Hosp	itality industry						
RESOURCES: Pro	jector, Screen & laptop etc.							
REFERENCES: Ho	ow to Win Friends and Influence People – Dale C	arnegie;			ou can win - Shiv	/ Khera; 7 hab	its of Highly	
Video Clips: http:	s://www.youtube.com/watch?v=Ib09GqWP5rY;	https://www.youtube.com	/watch?v=nk	(NyFSLJy6c)	-		
• •			-					
METHODOLOGY	:							
	TI	ME	TASK					
Hygiene & Groor	ning Check up	15 minute	s S	Students ha	ave to maintain high star	ndard Hygiene	and Grooming a	
			St	Students are briefed about Interpersonal Relations and Skills				
Briefing		30 minut	s St	Students are briefed about Analysing different Ego States				
			S	Students are briefed about Transactions, Strokes and Life Po			and Life Position	
			In	Interpersonal Skills explained				
Practical Demon	stration	2hr 30 min	utes D	Different Ego States are Analyzed				
					ctions; Strokes & Life positions explained through various			
Check learning ou	tcome	20 minutes		Students asked questions at the end of the session. They participat				
		20	in	in activities to understand better.				
Closing		10 minutes	C	losing as p	er SOP			
POSSIBLE SOURC	ES OF ERRORS & RECTIFICATION :							
	POSSIBLE ERRORS				RECTIFICA			
	derstood; Strokes not clear		A	well plann	ed interactive session su	pported by re	levant videos an	
Analysis of result	ts & drawing of inferences:							
The class is made	e interactive by various interesting actiities and re	levent videos which help th	a students t	a loarn hat	tor			

		PRAC	FICAL MAN	JUAL				
SUBJECT:	SOFT SKILLS			MANU	JAL NO:	9	Faculty: S	Shabnam Jana
TOPIC:	Leadership			CENT	STER:	5	HOURS:	3 hours 45 mins
TOPIC.	Leadership			JEIVIE	LJIER.	5	pproved B	y:
LEARNING OUTCO	ME							
The Students dem	onstrate Leadership skills through activities							
	ctor, Screen & laptop etc.							
	v to Win Friends and Influence People – Dale Ca					You can win - Shiv	Khera; 7 h	abits of Highly
Video Clips: https:	//www.youtube.com/watch?v=DwwBZn5duk8;	https://www.	youtube.cor	n/watch?	v=nKdNrtcu	isNI ;		
METHODOLOGY :			-		1			
	PARTICULARS		TIN	ME	TASK			
Hygiene & Groom	ing Check up		15 minute	S	Students	have to maintain high standa	ird Hygiene	and Grooming as
					Students are briefed about Leadership Skills			
Briefing			30 minute	S	Students are briefed about Role of a Leader			
					Leadership Skills explained			
Practical Demonst	ration		2hr 30 minu	utes		evelop the Leadership Skills di		
						tivities and games played to		
Check learning out	come		20 minutes			asked questions at the end of		,
						Leadership Skills and Work o	on a project	, as a team
Closing			10 minutes		Closing as	per SOP		
_								
POSSIBLE SOURCE	S OF ERRORS & RECTIFICATION :					DE OTIELO A TI		
The President Struct	POSSIBLE ERRORS				A	RECTIFICATIO	-	
	Ils remains unclear; Group dynamics not underst	tood			A well plai	nned interactive session supp	orted by re	levant videos
Analysis of results	& drawing of inferences:							
The class is made i	nteractive by showing various interesting and re	elevant videos a	ind games w	hich help	the studen	ts to learn better.		

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UBJECT: SOFT SKILLS		MANUAL NO:	10	Faculty: Shabnam Jana		
TOPIC: Leadership; Team Building		SEMESTER:	5	HOURS: 3 hours 45 min		
EARNING OUTCOME	L.					
he Students demonstrate Team Building through activities						
hey present a project in a Team demonstrating Team Building attributes						
EFERENCES: How to Win Friends and Influence People – Dale Carnegie;			You can win - Shiv	Khera; 7 habits of Highly		
ideo Clips: https://www.youtube.com/watch?v=DwwBZn5duk8; https://v	www.youtube.com/v	vatch?v=nKdNrt	cusNI ;			
IETHODOLOGY :						
PARTICULARS	TIME	TIME		TASK		
ygiene & Grooming Check up	15 minutes	Studen	ts have to maintain high s	tandard Hygiene and Grooming		
			Students are briefed about Team			
riefing	30 minutes	Student	Students are briefed about Group Dynamics and Team Building			
		Team Bu	uilding and Importance of	Team explained		
ractical Demonstration	2hr 30 minutes		0 1	•		
		Various	activities and games playe	ed to understand Group Dynami		
hack learning outcome	20 minutes	Student	s asked questions at the e	nd of the session. They are aske		
heck learning outcome	20 minutes	to ident	to identify Leadership Skills and Work on a project as a team			
Closing		S Closing as per SOP				
OSSIBLE SOURCES OF ERRORS & RECTIFICATION :						
POSSIBLE ERRORS				ICATION		
he Leadership skills remains unclear; Group dynamics not understood		A well p	lanned interactive session	supported by relevant videos		
nalysis of results & drawing of inferences:						

	PRACT	ICAL MANUAL					
Lab Manual							
SUBJECT:	Accommodation Operation Manual No. 11 TEACHER: Shabnam J						
	Basic manners and grooming standards required						
TOPIC:	in Hospitality	SEMESTER: 5 Time: 3 hrs 45 minutes					
Resources required:							
	Projector, Screen, PPT						
	Video Clips	https://www.youtube.co	m/watch?v=EU2IE6zht	<u>ovQ;</u>			
Learning outcome							
	The students are able to understand the requi	red grooming standards	and manners for fro	nt office operation and are able			
	to perform it.						
Methodology							
PARTICULARS	TIME	Tasks					
Hygiene &	5 mins	Before entering the lab check the body temperature of each and every					
Grooming Check	10 mins	Check the grooming of the students such as uniform, haircut, shave, nails,					
Briefing	60 mins	With the help of prese	ntation (pictures and	videos) brief the students about			
Procedure	45 mins	With the help of video	clips and role plays e	xplain them about some of the			
Procedure	60 mins	Role plays perfomed b	y students so about t	he basic manners of front office.			
Possible sources of		Revision of the tasks p	erformed through qu	iz and asking questions to the			
error and		students related to it.					
precautions	25 mins						
requires to be							
taken							
Closing	15 mins	The equipments used o	during the practical sh	nould be santizied and kept at			
Analysis of results							
& drawing of	Students with proper guidance can be very eas	sily have a well groomed	d look. This needs to l	be inculcated right in the			
inferences:	begining						

	PRA	ACTICAL MA	NUAL			ţ
	School of Hospitality	& Culinary Ar	t -The Neotia	University		
SUBJECT:	SOFT SKILLS		PRACTICAL NO		Faculty: S	ihabnam Jana
TOPIC:	Customer Service		SEMESTER:	5		3 hours 45 mins Deputy Director
Learning Outcome						
Students are able t	o handle customers and situations correctly					
Students handle cu	stomers and experience satisfied customers.					
Requirements of R	esources and equipments for the practical:					
Equipment/ Tools /A	Aids required-					
Power Point Presenta	ation					
Video clips	https://www.youtube.com/watch?v=dnpMqQnt8WY ; https://	www.youtube.co	m/watch?v=41tm	vGBYu0c ; https://www.youtube.co	m/watch?v=a	<u>2ytQ2jLFYY</u>
Role play						
Resources:						
METHODOLOGY :						
	PARTICULARS	TIT	ME	TASK		
Hygiene & Groomi	ng Check up	10 minute	s Stude	ents have to maintain high stand	ard Hygiene	and Grooming as
Briefing		15 minute	c	ng the students about Customer & Don't's	Sevice, its ir	nportance and the
Procedure		2hr 30mins	Explai	ned Customer Service through PPT ned the importance of External & II ing a Customer; Customer Satisfac		
Expected outcome fr	rom the practical:	15 minutes		ents are able to understand the con		
Possible s	ources of error and Precautions & Protection to be taken	15 minutes		dering only external customer; I rtant is unclear; This is explained		
Closing		20 minutes	Follov	w the guidelines for Covid 19 pre	evention at cl	osure.
	& drawing of inferences: re feedback the students get encouraged to interact. Once	students are all	owed to interact	with strangers they are driven f	or better cor	nmunication with

increased confidence. Practice recommended.

TOPIC: Debate SEMESTER: 5 HOURS: 3 hours 45 min proved B Deputy Direct Learning outcome Students participate in debate confidently following all the Do's & Don'ts. Regular practise is essential. Requirements of Resources and equipments for the practical: Equipment/Tools /Aids required- Power Point Presentation Video clips https://www.youtube.com/watch?v=1zZ4YEuThRw ; https://www.youtube.com/watch?v=PvhQ-eNuJ8I ; https://www.youtube.com/watch?v=a7U99KApOIs Role play Resources: METHODOLOGY : TIME TASK Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming a Don't's Briefing 15 minutes Briefing the students about debate, its purpose and the Do's & Don't's Procedure 2hr 30mins Students are divided in groups and given a topic.			PRACTICAL N	/ANUAL				ţ.
SUBJECT: SOFT SKILLS PRACTICAL NO.: 13 Faculty: Shabnam Jana TOPIC: Debate SEMESTER: 5 HOURS: 3 hours 45 mir pproved B Deputy Direct Learning outcome Students participate in debate confidently following all the Do's & Don'ts. SEMESTER: 5 HOURS: 3 hours 45 mir pproved B Deputy Direct Regular practise is essential. Regular practise is essential. Requirements of Resources and equipments for the practical: Earning outcom Semestrial Faculty: Shabnam Jana Requirements of Resources and equipments for the practical: Equipment/ Tools /Aids required- Power Point Presentation Video clips https://www.youtube.com/watch?v=1224YEuThRw ; https://www.youtube.com/watch?v=PvhQ-eNuJ8I ; https://www.youtube.com/watch?v=a7U99KApOIs Role play Resources: METHODOLOGY : TIME TASK Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming a Don't's Briefing 15 minutes Briefing the students about debate, its purpose and the Do's & Don't's Procedure 2hr 30mins students earn to speak confidently in an debate, being aware of the Do's Students learn to speak confidently in an debate, being aware of the Do's Students learn to speak confidently in an debate, being aware of the Do's Students l	School of Hospitality & Culinary Art -The Neotia University							
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Learning outcome	TOPIC:	Debate		SEN	MESTER:	5		8 hours 45 mins
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Procedure 2hr 30mins They are made to debate on the given topic. Expected outcome from the practical: 15 minutes Students learn to speak confidently in an debate, being aware of the Domestic speak confidently in an debate, being aware of the	Briefing		15 min	utes	-	tudents about debate,	e, its purpose and	the Do's &
Possible sources of error and Precautions & Protection to be taken 15 minutes When the topic is not understood; When one jumps in to speak.	Procedure		2hr 30n	nins				
Possible sources of error and Presautions & Protection to be taken 115 minutes	Expected outcome f	rom the practical:	15 minu	utes	Students lear	n to speak confidently in	n an debate, being a	aware of the Do's
	Possible s	ources of error and Precautions & Protection to be t	taken 15 minu	utes			• •	•
Closing 20 minutes Follow the guidelines for Covid 19 prevention at closure.	Closing		20 minu	utes	Follow the g	uidelines for Covid 19 p	prevention at clos	sure.
Analysis of results & drawing of inferences:	Analysis of results	& drawing of inferences:						

Given some positive feedback the students get encouraged to speak. Most of the students coming from Vernacular backgrounds make them shy to communicate in English. The need to increase the vocabulary also has to be driven for better communication with increased confidence. Practice recommended.

		PRACTICAL M	ANUAL		ŕ
	School of Hos	spitality & Culinary A	Art -The Neotia	a University	
SUBJECT:	SOFT SKILLS	• •	PRACTICAL	NO.: 14	Faculty: Shabnam Jana
TOPIC:	Extempore		SEMESTER	R: 5	HOURS: 3 hours 45 mins
			5211120121	. ,	pproved By:
Learning outcome					
	in Extempore confidently following all the Do's	& Don'ts.			
Regular practise is es					
	sources and equipments for the practical:				
Equipment/ Tools /Aid	•				
Power Point Presentati	ion				
Video clips		https://www.youtub	pe.com/watch?v=r	<u>pojovCe-nkE ;</u>	
Role play					
Resources:					
METHODOLOGY :					
	PARTICULARS		IME		ASK
Hygiene & Grooming	z Check up	10 minut	tes Stud	dents have to maintain high s	tandard Hygiene and Grooming as
Briefing		15 minut	tes Brie Don	•	mpore, its purpose and the Do's &
Procedure		2hr 30mir	ns They		ak upon. they need to speak for 2 minutes each udents based on their area of interest,
Expected outcome from	m the practical:	15 minute	es Stu	udents learn to speak confident	y in an Extempore, being aware of the
Possible sou	urces of error and Precautions & Protection to be ta	aken 15 minute	26	•	d; When one jumps in to speak. e is well explained and understood
Closing		20 minute	es Foll	ow the guidelines for Covid 1	9 prevention at closure.
Analysis of results &	drawing of inferences:				

Given some positive feedback the students get encouraged to speak. Most of the students coming from Vernacular backgrounds make them shy to communicate in English. The need to increase the vocabulary also has to be driven for better communication with increased confidence. Practice recommended.

	PR	ACTICAL MANUA	۹L			
	School of Hospitality	/ & Culinary Art -Th	e Neotia Univers	ity		
SUBJECT:	SOFT SKILLS		ACTICAL NO.:	15	Faculty:	
TOPIC:	MOCK INTERVIEW		SEMESTER:	5	HOURS: 3 hours 45 mins	
			EIVIESTER.	5	pproved By:	
Learning outcom						
	o face an interview confidently and successfully.					
	to use their body language positively.					
	f Resources and equipments for the practical:					
Equipment/ Tools	•					
Power Point Prese						
Video clips	https://www.youtube.com/wa	atch?v=MU8xhYgHT0U ; h	<u>nttps://www.youtube</u>	.com/watch?v=TwZ7L	grPwR0	
Role play						
Resources:						
METHODOLOGY		TIN 4 5		-	- 01/	
PARTICULARS		TIME	Cu da sua ha a	TASK		
Hygiene & Groo	ming Check up	10 minutes	Students have	e to maintain high st	andard Hygiene and Grooming as	
Briefing		15 minutes	Mock Intervi	•	ce, the Do's & Don'ts, use of body guage	
) A (it is the school of s			
1					n'ts of an Interview are explained.	
Procedure		2hr 30mins		tive body language ex		
				Grooming and professional attires discussed Each student to face an Interview board - comprising of other Faculties.		
Expected outcom	e from the practical	15 minutes			onfidently and successfully.	
Expected outcome from the practical: Possible sources of error and Precautions & Protection to be taken					inguage; Not groomed for the	
		15 minutes		interview - Discussed the errors and the need to rectify		
Closing					ich should be taken constructively.	
		20 minutes		Follow the guidelines for Covid 19 prevention at closure.		
l		e e e e e e e e e e e e e e e e e e e			-	
Analysis of resu	Its & drawing of inferences:					
Number of Mocl	k Interviews will help the students to be confident and relaxed	ed to face the real job	interviews. Practce	recommended. The	students need to put in conscious	
	on the positive body language.	-				